



## STATE OF WASHINGTON

### DEPARTMENT OF SOCIAL AND HEALTH SERVICES

#### Economic Services Administration

Division of Child Care and Early Learning  
P.O. Box 45480, Olympia, Washington 98504-5480

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TO: All DCCEL Staff

FROM: Joel Roalkvam, Administrator  
Child Care Licensing Policy  
Division of Child Care and Early Learning

SUBJECT: **RESOURCE AND REFERRAL NETWORK – ‘NO REFERRAL’ STATUS AND  
LICENSED CHILD CARE PROVIDER INFORMATION SHARING GUIDELINES**

We have new procedures for referring to and sharing information with the Resource and Referral Network (R&R), effective August 01, 2005.

#### **Referral Status and Notification**

At initial licensing, each facility is considered to be ‘on referral.’ This means that R&Rs can provide information about the facility to parents in the referral process, in accordance with parent needs, best practice standards for child care referrals, and individual R&R policy.

A provider placed in ‘no referral’ status may or may not have children in their care. R&R staff will exclude the provider’s record from any referral searches. Parents requesting specific information on a provider in ‘no referral’ status will be informed of that status and the reason for it depending on the situation.

#### **New Procedure**

**1. When a provider requests to be placed in ‘no referral’ status.**

The first agency (either DCCEL or the local R&R) to learn of a provider’s wish to be placed in ‘no referral’ status will notify the other agency under the following circumstances:

- ❖ Provider is intending to close.
- ❖ Provider is taking a break from caring for children, but wants to keep the license.  
(This means the licensor does not regulate the home and the provider agrees to the ‘no referral’ status and to not care for children; and the Network does not include the provider in child care supply reports.)

**2. When a provider must be placed in ‘no referral’ status by an R&R.**

The licensor will contact the local R&R of the provider’s ‘no referral’ status within one business day of the occurrence of any of the following circumstances. The R&R must place the provider in ‘no referral’ status when DCCEL takes any of these actions.

- ❖ A probationary license is issued and the provider has agreed to cease enrollment of additional children.
- ❖ A license has been summarily suspended because they are being investigated for serious licensing violations or for child abuse and neglect (and a ‘stay’ to the suspension has not been granted).

- ❖ A license has been summarily suspended and revoked (and a 'stay' to the suspension and revocation has not been granted).

The 'no referral' status in each of these cases can only be changed to 'on referral' by DCCEL. The licensor will notify the local R&R within one business day of learning that the provider can again be placed 'on referral'.

**3. When the R&R has the option of placing a provider in 'no referral' status.**

Network member agencies reserve the right to place providers in 'no referral' status independent of licensor or provider request, according to local written policy and first-hand knowledge of an unsafe environment for children. When R&Rs take this action, they will notify licensing staff within one business day of doing so, and provide the reason.

There are also circumstances when the R&R has the option of placing the provider in 'no referral', based upon licensing action taken by DCCEL. When taking any actions listed below, DCCEL will notify the local R&R within 24 hours of taking the action. Each R&R will determine whether they will place the provider in 'no referral' status according to their own written policy when DCCEL has:

- ❖ Summarily suspended a license, but the provider has obtained a 'stay' to the suspension, and is able to continue to operate.
- ❖ Suspended or revoked a license, but the provider continues to operate pending the outcome of a hearing.
- ❖ Denied an application, and the provider continues to operate pending the outcome of a hearing.
- ❖ Imposed civil penalties, until outcome of a hearing or payment of the penalties.

If the R&R chooses to continue to refer to a provider under these circumstances, the R&R agrees to inform the parents of the provider's current issues when making the referral. They also will refer parents to the Licensed Child Care Information System. If the parent wants further information regarding the provider, the R&R will refer the parent to the local licensor. The licensor will notify the R&R within one business day of learning the outcome of the hearing.

**Communication**

Communication between licensors and R&R staff regarding referral notices will occur first by telephone/voicemail followed by e-mail. If for any reason the communication between licensors and R&R staff does not meet the expectations set out in this policy, the "procedures to resolve any issues of concern/dispute between a local resource and referral and a local DCCEL licensing office" will be followed, as stipulated in the Child Care Resource & Referral Services contract.

If you have questions about this process, please contact your supervisor or field manager.  
Thank you.

cc: Rachael Langen  
R&R Network